

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Title:	Health Care Assistant - Physical Health Team SMI
Band:	4 - Agenda for Change
Directorate:	Essex and IAPTs SBU
Responsible to:	Team Leader (Physical Health Team SMI)
Accountable to:	Team Leader (Physical Health Team SMI)
Base:	Tekhnicon House, Springwood Drive, Braintree, Essex, CM7 2YN - work will be carried out from GP surgeries in Essex

Job Summary:

The post holder will work alongside GP surgeries under the supervision of the team leader, undertaking physical health checks and wellbeing assessments for people with severe mental illness. The post holder will promote and encourage healthy lifestyles and will assist people to access the support they need to recover from their mental health and physical health problems, promoting and maintain recovery. They will also support the locality in ensuring the Severe Mental Illness (SMI) registers are updated.

Job Responsibilities:

- The post holder will contribute to assessment of both physical and mental health needs. With a focus on improving the physical health of people of severe mental illness, the post holder will understand the relationship between physical and mental wellbeing.
- To work with other agencies to deliver a systems approach in ensuring service users physical health and wellbeing needs are met.
- The post holder will partake in the physiological assessment of our service users who have been identified as having severe mental illness. They will take and record physical health checks including blood pressure,



pulse, weight and BMI. They will also carry out venepuncture for required blood tests.

- The post holder will have a good understanding of the clinical guidelines of physical health monitoring and recognise when action needs to be taken due to deteriorating health.
- To assess patients holistically. Assessing lifestyles, exercise, activities, mental health, nutrition, smoking, alcohol, drug use, and sexual health. Giving advice on healthy lifestyles following evidenced based practice and signposting our service users to other services.
- The post holder will work alongside other professionals within primary care and wider mental health and physical health services.
- The post holder will work as part of the multidisciplinary team.
- The post holder will review the SMI registers and identify service users for physical health assessments.
- The post holder will arrange physical health assessments with the service user both in clinics and at GP surgeries or other locations where appropriate.
- To provide information on health promotion in a way that is meaningful for the service user.
- To work with service users, families, carers and relevant staff to develop physical health care plans.
- To ensure information is recorded accurately, in a timely manner on the electronic patient record, and shared when appropriate with health and social care professionals, service users, carers and families.
- To promote positive physical health to patients, carers, families and staff.
- To contribute to regular audit and data collection to demonstrate effectiveness of physical health clinics and interventions offered, with the support of colleagues.
- To support service users to think more about their physical health needs and identify their own physical health goals, and to support monitoring with goals identified.



- To provide regular input to quality improvement meetings, to continue to support service improvement in promoting positive physical health for people with severe mental illness.
- To form professional relationships with service users and communicate with them in a way that respects their views, autonomy and culture.
- Work closely with the physical health team leader to set up clinics across the locality and communicate progress effectively with local teams.
- Report regularly to the clinical supervisor/team leader to discuss any concerns or issues.
- Make good use of clinical supervision to discuss casework, make plans for action, reflect on and implement best practice.
- To ensure the required contact times are adhered to and that allocated activity levels are met.
- To assist in the reporting of daily service user and non-service user contact information and is returned on time.
- To demonstrate effective communication, sharing of information and participation in developments within the service.
- To work within clinical protocols, guidelines, and the team standard operating procedure.
- To provide information to assist in the investigation of complaints, safeguarding vulnerable adults/children and serious incidents.
- To actively engage with patients, obtain their views and encourage their involvement in service delivery.
- To ensure adherence to Trust policies and procedures relating to health and safety at work.
- To be responsible for safe storage and maintenance of equipment needed to carry out duties, ensuring standards of infection control and health and safety are maintained.
- To be responsible for own use of Trust property, e.g. mobile phone, laptop and other equipment.



- To monitor stock levels for use in own service and request new equipment as appropriate.

Service Development and Improvement

- To attend and actively participate in training sessions, team meetings and supervision as appropriate.
- To be actively involved in clinical audit and evaluation of physical health outcomes within primary care services.
- To contribute to key performance indicators/data collection and entry as part of audit and evaluation of such services.

Physical Working Conditions and Environment

- Driving required unless you have a disability as defined by the Disability Discrimination Act 1995
- Travel to all existing and potential sites within HPFT, Mid Essex primary care and general practice sites.
- The post holder is based within a HPFT site and will be expected to visit people at a variety of public places or voluntary organisation, GP practices and in people's homes.

Additional Information:

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.
Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.



Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

- We are **welcoming** so you feel valued as an individual
- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive



environment free from harassment. Because of this Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the HIVE).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.



Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.



HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

PERSON SPECIFICATION

Job Title: Health Care Assistant - Physical Health Team SMI

Department: Essex and IAPTs SBU

Date last reviewed: January 2022

CRITERIA	ESSENTIAL	DESIRABLE
KNOWLEDGE, TRAINING AND EXPERIENCE: <ul style="list-style-type: none"> NVQ level 3 qualification or mental health certificate level 3 or agreement to undertake such training as soon as resources permit NVQ/Mental Health Certificate Level 2 or completion of the Care Certificate on appointment. Commitment to Continuing Personal Development Educated to GCE/GCSE or equivalent (Maths and English) Training in physical health care assessment and interventions 	 X X X	 X X
AREAS OF EXPERIENCE AND KNOWLEDGE: <ul style="list-style-type: none"> Three years' experience of providing mental health or health and social care services from within a team setting, which may be combined with personal lived experience of mental health difficulties Basic written communication skills Good verbal communication skills and the ability to listen effectively Understanding of the Care Act Empathy, compassion and patience Ability to create innovative solutions to help empower service users Ability to work unsupervised in a range of settings Ability to form positive therapeutic relationships with service users and 	 X X X X X X X	



<p>carers</p> <ul style="list-style-type: none"> • A keenness to make a positive contribution to improving the quality of life for people with mental health problems • Ability to use structured therapeutic skills, such as solution focussed therapy, motivational interviewing or a commitment to acquiring such skills • Ability to acknowledge diversity and promote anti-discriminatory practice/equal opportunities • An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour • To attend mandatory training in Basic Life Support. • To attend mandatory training in personal safety/relating to people • Basic health and safety awareness • Moving and handling awareness • Awareness of local services and ability to liaise with different services/teams • Basic knowledge of benefits/employment systems • An understanding of the mental health system • Basic Interviewing Skills • Ability to supervise/mentor others 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p>
<p>COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> • Ability to develop trusting relationships with management staff and work effectively in partnership with them • Ability to convey complex information in a clear and concise format • Effective report writing skills • Effective presentation skills • Influencing skills in order to promote positive change 	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p>
<p>DIVERSITY</p> <ul style="list-style-type: none"> • Utilise the KSF subset to identify particular indicators, e.g. show respect and treat people with dignity • Awareness of unconscious bias and 	<p>X</p> <p>X</p>	

potential barriers to healthcare		
PHYSICAL SKILLS <ul style="list-style-type: none"> IT skills and ability to learn new IT systems Keyboard skills Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving) 	X X X	
PHYSICAL EFFORT <ul style="list-style-type: none"> Light physical effort, for example lifting IT equipment, driving across the Eastern Region. 	X	
MENTAL EFFORT <ul style="list-style-type: none"> Ability to concentrate for an extended time Ability to prioritise work and respond to frequent interruptions, some of which require an immediate response Ability to work under pressure 	X X X	
EMOTIONAL EFFORT <ul style="list-style-type: none"> Conveying adverse information and managing distress in individuals 	X	
GENERAL <ul style="list-style-type: none"> Ability to remain calm under pressure Ability to work flexibly Ability to work as part of a team 	X X X	

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW

